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CONFIRMATION NO. 9354

SERIAL NUMBER 10/743,971	FILING OR 371(c) DATE 12/23/2003 RULE	CLASS 370	GROUP ART UNIT 2614	ATTORNEY DOCKET NO. 920476-95350	
APPLICANTS Patrick Hession, Galway, IRELAND; Andrew Prokop, St. Paul, MN; Tony McCormack, Galway, IRELAND; <i>No CHS</i>					
** CONTINUING DATA ***** <i>No CHS</i>					
** FOREIGN APPLICATIONS *****					
IF REQUIRED, FOREIGN FILING LICENSE GRANTED ** 04/05/2004					
Foreign Priority claimed <input type="checkbox"/> yes <input checked="" type="checkbox"/> no 35 USC 119 (a-d) conditions <input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> Met after met Allowance <i>CHS</i> Verified and Acknowledged Examiner's Signature _____ Initials _____		STATE OR COUNTRY IRELAND	SHEETS DRAWING 3	TOTAL CLAIMS 19	INDEPENDENT CLAIMS 4
ADDRESS 23644					
TITLE Directing contacts between an end user and a contact center agent					
FILING FEE RECEIVED 986	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:		<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees (Filing) <input type="checkbox"/> 1.17 Fees (Processing Ext. of time) <input type="checkbox"/> 1.18 Fees (Issue) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit		